

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST KAMPALA	2. AGENCY CDC	3a. POSITION NO.
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3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☐ No

4. REASON FOR SUBMISSION

- ☐ a. Reclassification of duties: This position replaces
Position No. _____, _____ (Title) _____ (Series) _____ (Grade)
- ☐ b. New Position
- ☐ c. Other (explain) _____

5. CLASSIFICATION ACTION	Position Title and Series Code	Grade	Initials	Date (mm-dd-yy)
a. Post Classification Authority	COMPUTER MANAGEMENT ASSISTANT (LAN) FSN-1805	9		
b. Other				
c. Proposed by Initiating Office				

6. POST TITLE POSITION (if different from official title) NETWORK ENGINEER	7. NAME OF EMPLOYEE
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8. OFFICE/SECTION US EMBASSY KAMPALA	a. First Subdivision CENTERS FOR DISEASE CONTROL
b. Second Subdivision MANAGEMENT & OPERATIONS	c. Third Subdivision INFORMATION TECHNOLOGY

9. This is a complete and accurate description of the duties and responsibilities of my position. <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 20px;"> Typed Name and Signature of Employee Date(mm-dd-yy) </div>	10. This is a complete and accurate description of the duties and responsibilities of this position. <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 20px;"> Typed Name and Signature of Local Supervisor Date(mm-dd-yy) </div>
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11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position. <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 20px;"> Typed Name and Signature of American Supervisor Date(mm-dd-yy) </div>	12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards. <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 20px;"> Typed Name and Signature of Human Resources Officer Date(mm-dd-yy) </div>
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13. BASIC FUNCTION OF POSITION

The Computer Management Assistant works directly with the Information Technology Team Lead to implement and maintain the network system for CDC-Uganda. Responsibilities include implementing upgrades and maintenance of Local Area Network (LAN) systems, computer hardware, software, systems architecture, security, , internet connectivity for CDC-Uganda at the Entebbe office and other sites, as well as Wide Area Network (WAN) systems with some partner organizations such as TASO and AIC. Incumbent participates in capacity planning, implementation of upgrades and maintenance of all LAN/WAN systems and stand-alone computer solutions. Supports CDC staff by providing support on LAN/WAN connectivity, IT resources and usage; and by trouble shooting to resolve problems related to connectivity, printers, hardware and software escalated to their attention by IT Help Desk Technicians.

14. MAJOR DUTIES AND RESPONSIBILITIES % OF TIME

LAN Administration and System Operations – 40 %

Works closely with the IT Team Lead to provide support for all daily hardware and software needs of CDC-Uganda

including project activities centered at CDC and some regional and local projects located throughout Uganda. Position is responsible for network planning and maintenance. The incumbent is responsible for installing and maintaining LAN hardware and software including core equipment, peripheral equipment, operating systems, networking software, and a wide variety of third-party applications and utility programs.

Ensures maximum system performance by monitoring hardware and software usage and implements changes and improvements to network configuration accordingly. Determines requirements for LAN components ensuring that sufficient hardware is in place for continuing operations, and makes recommendations to the Computer Management Specialist.

Responsible for system back-ups and archival of back-up tapes. Conducts training of staff and visiting researchers in use of the CDC LAN and installed tools.

Uses advanced diagnostic skills to find resolution of Help Desk problems elevated by Help Desk Technicians.

Analysis, System Development and Programming – 30 %

Maintains knowledge of leading IT technology to ensure the LAN is in a constant state of improvement. Maintains knowledge of new commercial software applications, operating system software and utility programs to ensure maximum performance of LAN systems.

Works closely with the IT Team Lead, Regional Information Technology Advisor, and ITSO based technicians to ensure network configurations and expansions conform to Agency standards. Liaises with fellow WAN team members from partner organizations such as The AIDS Support Organization (TASO) and AIDS Information Centre (AIC) to ensure success in information system capacity building at these and other field locations through training, support and resource sharing.

Communications Technology Support – 25 %

Provides technical support in communications technology and Internet connectivity and use. Job holder adheres to CDC configuration requirements and security standards, performs update administration, and storage capacity planning and back-up. Internet duties include installation and maintenance of VSAT satellite communications dish, monitoring of bandwidth availability and usage in order to; minimize disruptions in communication of geographically displaced personnel. Incumbent also monitors leased lines and ensures that all remote sites are connected. The Incumbent performs installation, configuration and maintenance of CISCO connectivity devices as well as the maintenance of Web filters.

Other duties as assigned - 5%

Performs all other duties as assigned by the IT Team Lead.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE

a. Education

Diploma in Computer Science, Information Technology, Engineering, Physics or Mathematics is required.

b. Prior Work Experience

Three to five years of progressively responsible experience in current Local Area Network (LAN) systems operations, latest release Microsoft products, modern Information Technology (IT) hardware, software, systems, communication components and cabling is required.

c. Post Entry Training

Certifications in Microsoft Networks and Cisco Systems such as MCP, MCSE, MCSA and CCNA.

d. Language Proficiency: List both English and host country language(s) by level and specialization.

Good working knowledge of English (Level III) is required. Ability to read technical manuals in English is required.

e. Knowledge

Comprehensive knowledge of Local Area Network design and support methodologies is required. In-depth knowledge of personal computers, peripherals and LAN hardware including server, switches, hubs, cabling, patch

panels, wireless internet hardware and various other hardware required for the implementation of LAN/WAN systems is required.

f. Skills and Abilities

Ability to design, implement and maintain LAN/WAN systems as part of a support team is required.

16. POSITION ELEMENTS

a. Supervision Received

Computer Management Specialist/Information Technology Team Lead.

b. Available Guidelines

CDC system tips, policies, procedures and existing guidelines, and software manuals.

c. Exercise of Judgment

Is responsible for protecting integrity of data bases and accuracy or reports.

d. Authority to Make Commitments

None.

e. Nature, Level and Purpose of Contacts

Collaborative contact with LAN Administrator and counterparts in other agencies. Consultant to CDC LAN users and professional contact with contractors and suppliers for purchasing and repairing equipment. CDC headquarter staff to resolve problem issues.

f. Supervision Exercised

Supervises completion of contracted work in absence of LAN Administrator.

g. Time Required to Perform Full Range of Duties after Entry into the Position

52 weeks.